

HARINGEY COUNCIL ONLINE

My Account

You can see your council tax account, check your balance, make payments, sign up for a direct debit or tell us about any changes online in the new 'My Account'. Visit www.haringey.gov.uk/council-tax-online

Make payments, report problems, apply for services and access information 24/7
www.haringey.gov.uk

Popular links

www.haringey.gov.uk/counciltax - view and pay council tax

www.haringey.gov.uk/benefits - council tax reduction and housing benefit

www.haringey.gov.uk/staywarm - help with energy costs

www.haringey.gov.uk/heretohelp - financial help and support available

www.haringey.gov.uk/refuse-recycling - report missed collections

www.haringey.gov.uk/parking - pay fines and apply for permits

www.haringey.gov.uk/education - apply for a school place

www.haringey.gov.uk/libraries - search, renew and reserve library items

www.haringey.gov.uk/planning - make and view planning applications

You can get online for free at Haringey's public libraries. All libraries also have free WiFi.

CALL HARINGEY COUNCIL

Customer Services: 020 8489 1000

9am-5pm, Monday-Tuesday, Thursday-Friday.

10am-5pm, Wednesdays.

Benefits, council tax, parking, housing, school admissions advice and more.

Financial Support Team: 020 8489 4431

9am-5pm, Monday-Tuesday, Thursday-Friday.

10am-5pm, Wednesdays. Help with debt, money

management, and accessing benefits.

Refuse, recycling and street cleansing

020 8885 7700 Veolia contact centre.

Haringey Housing Services

020 8489 5611. Council tenants can also use this number to report emergency repairs out of hours.

24-hour payment line: 0300 4560 520

Out of hours (emergencies only)

020 8489 0000 5pm - 9am weeknights and all weekend.

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myaccount.haringey.gov.uk

Haringey
LONDON

COUNCIL TAX GUIDE 2024/25





Setting the council's budget continues to be extremely challenging. The core funding Haringey receives from government is estimated to be around £143m less in real terms this year than it was in 2010/11 and with demands on our services increasing, the money we have falls short in meeting the needs of our residents and communities.

This year a combination of factors is making the position even more difficult. This includes:

- Inflation leading to significant rises in costs
- Increasing demand for Adult Social Care
- The housing crisis leading to increased homelessness and increased rental costs when we house residents in need
- High interest rates leading to higher borrowing costs
- The cost-of-living crisis meaning that more residents need our support

Councils must set an annual budget where income and spending balances. In order to protect the services for those residents who rely on us most, we are investing an additional £20.4m in adult social care, £3m for temporary accommodation and £2.1m for children's services. This has inevitably led to some tough choices in other areas of our budget.

Despite the challenges, I remain committed to making Haringey an even better borough through:

- Providing high quality services and support for those residents who rely on us most
- Working to ensure every child and young person has the best start in life
- Addressing the climate emergency and mitigating the impact of our changing weather
- Keeping all our libraries open and ensuring they can thrive for the future
- Ensuring our public spaces, parks and high streets feel safe and welcoming
- Celebrating everything that makes Haringey special including our vibrant cultural, sporting and creative assets

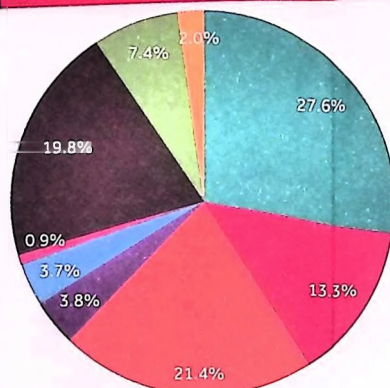
In addition, we will continue to invest in our existing council homes to bring them up to a decent standard and improve their energy efficiency, as well as driving forward with our substantial council house building programme.

This is only possible by raising the level of our council tax. This year council tax will rise by 2.99% with an additional 2% for Adult Social Care (known as a 'precept'). We know that this is a tough time for our residents, but if we do not increase council tax, we will face even harder budget choices and financial pressures for future years. We continue to provide a comprehensive discount system for those residents with the lowest incomes, which means that thousands of residents, including care leavers, pay no council tax at all.

As we go forward, in this challenging context, we will need to work closely with other public services, local businesses, our voluntary sector, our communities and our residents to find new ways of doing things and ensure that we can continue to make Haringey a greener, fairer, safer borough for all.

Cllr Peray Ahmet • Leader, Haringey Council

TOTAL FUNDING FOR COUNCIL SERVICES IN 2024/25



*Percentages above are rounded to the nearest 0.1%

Total £302.05m

HOW WE SPEND YOUR MONEY

Protecting the most vulnerable

We are dedicated to meeting the growing needs of our most vulnerable residents. We are allocating an additional £16.4 million to our children's and adult's services next year to meet, not only the rising demand, but also the increased complexity in these areas. Through our capital programme we are also continuing to invest in new facilities to support children and adults with additional needs to live full, independent lives in Haringey. Also at the top of our agenda is tackling domestic abuse and other forms of violence against women and girls. We are committed to supporting survivors and holding perpetrators to account. In addition, we are investing in street lighting and CCTV to help residents feel safer when out and about at night.



We are transforming our local neighbourhoods into low-carbon, low-pollution, safe areas for our residents and businesses. These measures include a huge programme of insulating our council homes - significantly improving their energy efficiency rating; the roll-out of school streets and Low Traffic Neighbourhoods; the implementation of our Walking and Cycling Action Plan; and significant tree planting and re-wilding. With the recent increased incidences of localised flash flooding, we are continuing to invest in our highways and drainage to strengthen our resilience against these events.

Investing in our future

As well as addressing the increased demand our services are seeing right now, this year's budget is also about the long term. As part of our commitments under the Haringey Deal, we are focused on getting the basics right by investing in new technology to help us to do that. We are launching a new website this year - making it easier for residents to find the information they



need and to make everyday transactions more easily online. We are implementing back office systems so that we can deal with residents' requests and queries more quickly and resolve their problems the first time that they contact us.

Homes for the future

We are committed to building thousands of new, safe, secure council homes for our residents. We aim to provide 3,000 high quality homes in the next decade, built to the very best environmental and design standards. We are also working hard to improve our existing council homes by investing in energy efficiency, bringing homes up to the Decent Homes Standard, tackling damp and mould, and making sure we undertake repairs quickly and effectively. We are also 100% committed to improving conditions for residents in the private rented sector too, with an expansion of our landlord licensing and robust enforcement activities.

